SEACARD

SHIPS' BUNKERS' EASY ACQUISITION

SEACARD ORDER MANAGEMENT SYSTEM (SCOMS)
MERCHANT MANUAL

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1. General Information

1.1. Introduction

The SEACARD (Ships' bunkers' Easy Acquisition Card) Program is the solution to the Defense Energy Support Center's (DESC's) search for an efficient marine fuel procurement process. It is designed to ensure quality fuels are globally available to its valued customers. The SEACARD Program applies a technologically advanced, web-based solution to the marine fuel industry. It allows for more efficient transaction processing as well as quicker reimbursements for merchants.

1.2. Purpose of This Manual

This manual is designed to serve as a study guide and reference manual. SEACARD Merchants should read this manual carefully in order to understand how to use the SEACARD Order Management System (SCOMS) web application. SCOMS is a user-friendly tracking system that allows for easier and more efficient fuel order management.

Answers to most questions pertaining to SCOMS can be found in this manual, or in the online user guide at **http://www.seacardsys.com/merchantuserguide**. However, if you are unable to locate an answer in this manual or online, the SEACARD Support Team is available 24 hours a day, 7 days a week by phone at **1-866-308-5475** or by email at **merchant-support@seacardsys.com**.

1.3. System Requirements

To take advantage of the many benefits SCOMS offers, the following system requirements are necessary:

Minimum Hardware:
- Pentium 233 MHz processor
- 64 MB RAM
- 52 MB hard drive space
- Dial-up internet access

Recommended Hardware:
- Pentium 500 MHz or greater processor
- 128 MB RAM or greater
- 52 MB hard drive space
- Broadband or high speed dial-up internet access

Software:
- Latest version of Internet Explorer or FireFox/Mozilla with JavaScript enabled
- E-mail client

> **Note: Due to SCOMS reliance on an e-mail system for notification, it is vitally important that you check your e-mail on a frequent basis and promptly follow all SCOMS email links.**

2. Accessing SCOMS

2.1. Logging In

To access SCOMS, please visit **http://www.seacardsys.com**. Select the "Login" menu option located on the left-hand side of the screen. A popup box will be displayed requesting your user name and password. (The SEACARD Support Team provides user names and passwords at the time of account creation. If you have not received your login information or have misplaced it, please contact the SEACARD Support Team by phone at **1-866-308-5475** or by email at **merchant-support@seacardsys.com**.)

Enter your user name and password, and click the "Login" button or press "Enter" on your keyboard.

If you receive a message stating, "Username and/or password is invalid," try your user name and password once more to ensure no keying error occurred. If you see this message again, please contact the SEACARD Support Team by phone at **1-866-308-5475** or by email at **merchant-support@seacardsys.com** for assistance.

After three unsuccessful login attempts, SCOMS will lock your account. If you try to log in after this point with the correct user name and password, SCOMS will display the following message: "Locked - exceeded login tries." If you receive this message, please contact the SEACARD Support Team by phone at **1-866-308-5475** or by email at **merchant-support@seacardsys.com** for further assistance.

After a successful login, the login popup box will close, and you will see the following message, "Welcome! You are logged in as [User's First and Last Name]." You can return to this welcome screen at any time by clicking "Home" in the navigation menu located on the left-hand side of your browser window.

2.2. Passwords

Passwords are used with SCOMS to eliminate unauthorized access to the system. You will be required to change your password on a frequent basis for optimum security.

Passwords must be composed of at least 3 alpha character **and** 3 non-alpha characters. Passwords must be between 6 and 30 characters in length. Passwords are case sensitive (That is, 'A' and 'a' are considered two different characters.) The following are examples of valid passwords:

MULTISERVICE123
Test1245
A1B&C3D*
3$1aBcDe

The above passwords are examples and should not be used as your password.

If a password is entered that does not meet the above requirements, you may see one of the following error messages: "Password length must be between 6 and 30 characters"; or "Password must contain at lease 3 alpha characters and 3 non-alpha characters".

You will not be allowed to designate any of your last 3 SCOMS passwords as your current password. If you attempt to do so, you will receive the following message: "Password has already been used. Cannot repeat any of the last 3 passwords."

Avoid passwords that may be obvious to any non-employees.

When passwords are entered, a dot (•) or asterisk (*) will be displayed in place of each character. This masking is for security purposes.

2.3. Forgot Password

If you forget your password, click the "Forgot Password?" link beneath the "Login" button.

Enter your user name and click the "Retrieve Challenge Phrase" button.

The challenge phrase you specified at the time of your account setup will be displayed. Type the correct answer to the question in the "Answer" field, and click the "Submit Answer" button.

If your answer is correct, the following message will appear: "A temporary password has been assigned to your account and emailed to you. You have a limited time to log into your account with the new password at which time you will be prompted to change it." Select "Close Window." Upon receipt of your new, temporary password by email, use your existing user name and temporary password to gain access to SCOMS. After your next successful login, SCOMS will require that you change your temporary password before redirecting you to the SEACARD welcome page. (See Section 2.4 "Changing a Password" for further information.)

2.4. Changing a Password

Passwords are valid for 90 days, but may be changed at any time, if you desire. When your password is ten days from expiring, a message will be displayed at the top of the page to notify you of the impending expiration. When your password expires, you will have a 10-day grace period during which you may change your password. Once this grace period ends, your account will be locked, and you will need to contact the SEACARD Support Team by phone at **1-866-308-5475** or by email at **merchant-support@seacardsys.com** for assistance.

To change your password, select "Change Password" from the navigation menu on the lower left-hand side of your browser window.

A new popup box will be displayed requesting your old and new passwords. To minimize keying errors, you must re-enter your new password in the "Verify Password" field. (See Section 2.2 for a complete list of password rules.)

Click on the "Change Password" button to update your password.

After you successfully change your password, a message will be displayed stating, "Password has been updated successfully." Click OK to continue.

2.5. Navigation

Navigation within SCOMS is performed via menu options and buttons within the browser window. Please do not click the "Back" or "Forward" browser buttons. To ensure data security, these browser buttons will not function properly while accessing SCOMS. If you inadvertently click on one of these browser buttons and receive a message that the page has expired, you will need to redirect your browser to **http://www.seacardsys.com**.

3. Contract Fuel Sales

3.1. Email Notification

You will receive an automated email from SCOMS each time a contract fueling is requested of you. This email will contain a link to view the order in SCOMS. Simply click the link and your web browser will open the login page of SCOMS. After you successfully log into SCOMS, you will be automatically redirected to the new fuel request. **Due to SCOMS reliance on an e-mail system for notification, it is vitally important that you check your e-mail on a frequent basis and promptly follow all SCOMS email links.**

3.2. Viewing an Order Manually

If you are unable to click on a link in any SCOMS-generated email, you may manually query an order using SCOMS. Click on "Sea Order System", and then select "Supplier/Fulfillment Order Search" in the submenu located on the left-hand side of your browser window. Click on the "Clear Form" icon to clear any information already populating the fields. Click on the "Order Status" drop-down box and select "Order". Click the "Submit Query" icon .

You may also search for the order using any one or a combination of the other input fields. See Figure 3.1 for a description of data that can be entered in each field. Click the "Submit Query " icon .

The results of your query will be displayed in the "Search Results" canvas. Should more than 10 records meet your search criteria, the first 10 will be displayed along with a set of record navigation buttons. Clicking the "First Page" icon will take you to the first page of records in the data set. The "Previous Page" icon and "Next Page" icon will take you to the previous or next page of records, respectively. Clicking the "Last Page" icon will display the last page of the record set.

In the "Search Results" canvas, click on the "Select Order" icon next to the order you wish to view. You will be automatically redirected to the "Order Request Information" screen, where details pertaining to this order will be displayed. (Selecting the "Submit for View" icon in the "Search Results" canvas will simply display the details pertaining to an order in the top canvas entitled "Search Orders".)

For any contract fuel request with an order status of "Order", you will be able to perform three different actions, as discussed in the following sections.

Figure 3.1 "Search Orders" Fields

A   Number entered for your records when accepting an order. *
B   Status of the order being queried. See Table 3.2 for a description of each status.
C   Four alphanumeric characters automatically generated by SCOMS when an order is placed. Only available after a fulfilled order has been approved. *
D   Internal order number automatically generated by SCOMS when an order is placed. This will be the number listed in SCOMS automated e-mails.
E   Name of the port where the order was placed. *
F   Name of the city in which the port is located. *
G   State in which the port is located.
H   Country in which the port is located.
I   Name of the ordering customer. *
J   Hull number of the ordering vessel. *
K   Name of the ordering vessel. *
L   Name of the husbanding agent. *
M   Requested delivery date. Time must be correct to the second to successfully query a record using this method.
N   DESC Contract Number, typically beginning with SP0600. *
O   Beginning of requested delivery date range. Used in combination with **P**.
P   End of requested delivery date range. Used in combination with **O**.

* For the purposes of querying a record, you may input the complete name/number or any part of the name/number. Please keep in mind all records that meet the search criteria you input will be returned.

Table 3.2 Order Status Types

Status	Description
Cancelled by Counteroffer	Merchant made a counteroffer, canceling the current order.
Cancelled by Customer	Customer canceled their order.
Counteroffer	This order was automatically created as a result of the merchant making a counteroffer.
Declined	Authorization failed for the order.
Fulfilled - Approved	Order has been fulfilled and approved by the customer.
Fulfilled - Waiting for Approval	Merchant has completed fulfillment details for the order.
Open for Bids	Unavailable until full program launch.
Order	Vessel has placed an initial order.
System Verification in Progress	Order is awaiting authorization from the credit system.
Waiting for Bid Selection by Customer	Unavailable until full program launch.
Waiting for Fulfillment	Merchant has accepted the order and is waiting to fuel.

3.3. Accepting an Order

In order to accept a contract fuel order request, click the "Accept Order" button in the upper right-hand corner of the "Order Request Information" screen.

Immediately after acceptance, you will be prompted to enter a supplier order number. This field is for your own records and can contain up to 14 alphanumeric characters.

After you accept a contract fuel order request, an automated email will be sent to the requesting vessel. The vessel will follow a link in the email to view your decision to accept its fueling request.

3.4. Declining an Order

In order to decline a contract fuel order request, click the "Decline Order" button in the upper right-hand corner of the "Order Request Information" screen.

You will be prompted to enter a reason for declining the order, such as, "Not enough fuel to fulfill the request," or "Crew unavailable to fuel at the designated time."

After declining an order, an automated email will be sent to the requesting vessel. The vessel will follow a link in the email in order to view your decision to decline its request.

3.5. Making a Counteroffer

If you cannot or will not fulfill an order exactly as requested by a vessel, you may use SCOMS counteroffer functionality to make a counteroffer to the vessel requesting the order. A counteroffer enables you to modify the fueling date, time, and/or the quantity of fuel only.

In order to initiate a counteroffer, click the "Counteroffer" button in the upper right-hand corner of the "Order Request Information" screen. After you have made necessary modifications to the delivery date, time, and/or quantity, you may input any special notes in the "Comments/Requests" box that you wish the vessel to read. Finally, click the "Submit Insert" icon .

Submitting a counteroffer will send an automated email to the vessel. This email will contain a link allowing the vessel to view your counteroffer.

(Once a counteroffer is submitted, the original order is closed, and the counteroffer is classified as a new order. Any subsequent counteroffers made by the vessel will also be classified as new orders. This is important to note when trying to query an order, because the new order will have a different SCOMS Order Number than the old order.)

4. Order Fulfillment

4.1. Fueling

When the ordering process is complete, it is the responsibility of the merchant and vessel to negotiate logistics concerning the fueling (such as the precise fueling location). After delivering bunker fuel to the DESC customer, present the customer with a Delivery Receipt Notice (DRN). The customer will sign the DRN and retain a copy for its records. Keep the DRN on record as a source document, per the standard outlined by the US Government or local country government, to be used in the event of a dispute.

4.2. Inputting Transaction Details

After fueling a vessel and completing the Delivery Receipt Notice (DRN), log onto SCOMS to input the delivery details. To locate the order you have fulfilled, click on "Sea Order System", and then select "Supplier/Fulfillment Order Search" in the submenu located on the left-hand side of your browser window. Click on the "Clear Form" icon to clear any information already populating the fields. Click on the "Order Status" drop-down box and select "Waiting for Fulfillment". Click the "Submit Query" icon . As a result of your query, all orders with an order status of "Waiting for Fulfillment" will be displayed. Locate the order you have just fulfilled from the list of search results and click on the "Fulfill Order" icon next to the appropriate order.

The order fulfillment screen will display the original details of the order in the top canvas, entitled "Order Request Information". The lower canvas, entitled "Order Fulfillment," will allow you to input fulfillment information. Using the DRN as a reference, enter the delivery start and end times by clicking on the "Delivery Time" icon and selecting times and dates from the popup windows. Enter the receipt number from the DRN (Figure 4.1). Finally, enter the delivered quantity, unit price, total product cost, and dyed status for the product delivered (Figure 4.2). All numeric fields on this screen accept numbers and decimal points only. Do not use commas or currency symbols.

Figure 4.1 Order Fulfillment Fields

A Time delivery began. Use the Delivery Time icon and select the time before clicking on a date.

B Time delivery ended. Use the Delivery Time icon and select the time before clicking on a date.

C This number will be automatically populated from the order.

D Receipt number matching the number on the Delivery Receipt Notification.

Figure 4.2 Product Fields

Note: All numbers should be entered <u>without</u> commas or currency symbols.

A Quantity of fuel delivered to the vessel. Please use whole numbers for gallons and two decimals for Metric Tons.

B Unit price of the fuel product, excluding taxes.

C Total price of the fuel product, excluding taxes.

D Whether or not the fuel is dyed.

If there are taxes associated with this fuel product, click the "Add Tax" button Add Tax located directly below the product delivery details and complete the Tax, Quantity, Units, Tax Rate, and Rate Type fields for each associated tax. Tax gross will auto-populate based on this information. Do not leave any tax lines blank. The "Delete Tax" button Delete Tax at the end of each line will delete that specific line if you end up with more lines than necessary (Figure 4.3).

Figure 4.3 Taxes Fields

Note: All numbers should be entered <u>without</u> commas or currency symbols.
A Tax to be applied to the associated product or service.
B Number of units to be taxed.
C Type of unit to be taxed, such as US Gallons or Hour.
D The flat rate, percentage rate, or per unit tax. Percentage values should be entered in decimal notation. (5% = 0.05)
E Type of tax rate, such as Flat Rate, Percentage Rate, or Per Unit Rate.
F Gross tax to be applied to the product or service.

Ancillary charges such as boom fee, pump back, fuel surcharge, wharfage, laytime, demurrage, and overtime fee may be added to the transaction. To add ancillary charges, click the "Add Charge" button ![Add Charge] in the "Ancillary Charges" sub-canvas. Fill out the Product, Quantity, Units, and Unit Price fields. Total product cost will be auto-populated for each charge based on this information. Repeat these steps for each ancillary charge. Do not leave any ancillary charge lines blank. The "Delete Charge" button ![Delete Charge] at the end of each line will delete that specific line if you end up with more lines than necessary (Figure 4.4). Taxes may be added to each charge in the same manner they are added to the fuel product. Note: Ancillary charges can be entered into SCOMS up to 7 days following the delivery date.

Figure 4.4 Ancillary Charges Fields

Note: All numbers should be entered <u>without</u> commas or currency symbols.
A Ancillary charge to be applied to the order, such as Demurrage or Overtime.
B Number of units to be charged.
C Type of unit to be charged, such as US Gallons, Each, or Hour.
D Charge per unit.
E Gross amount for the ancillary charge.

Click on the "Submit Update" icon to submit the transaction details for processing. An automated email will be delivered to the vessel. Vessels will follow a link in the email to confirm the delivery/transaction details.

Note: While you input fulfillment details, the database record will be locked so that you alone can make updates to the record. If five minutes pass and you have not submitted the information to SCOMS, your lock will expire and the following error will occur: "Row has not been reserved for update or lock has expired." If you receive this error, retype your information and submit it again within the five-minute time limit.

4.3. Transaction Processing and Reimbursements

Once the vessel has confirmed delivery details, transaction data is transmitted to the SEACARD Contractor (SCC). The SCC will process the data and send fuel purchase data to DESC. A DD1155 or SF1449 will be automatically generated by the system at this point, with the option for you to view, save, or print the document.

The SCC will generate and distribute invoices to end units for purchases of non-contract products. End units will remit payment to the SCC for all non-fuel purchases in accordance with the Prompt Payment Act and DESC's Contract SP0600-04-C-0427 clause G153 Submissions for Invoices for Non-Fuel Charges-Local Purchase Payment (Fuel Card Services) (DESC JUN 2005). This document is accessible at **http://www.desc.dla.mil/DCM/DCMPage.asp?PageID=613**.

DFAS will reimburse SEACARD Merchants for contract products in accordance with existing DESC bunker fuel contracts.

The SCC will reimburse SEACARD Merchants for sales of non-contract products in accordance with individual Merchant Agreements. Along with each reimbursement of funds, merchants will receive a detailed reimbursement report. This report will outline those transactions to which reimbursements correspond.

4.4. Handling Disputes

In the event a vessel's Accountable Official disputes the delivery details you input for a transaction, SCOMS will send you an automated email. Follow the link in the email or log on to SCOMS to view the disputed transaction.

To locate the disputed order manually, click on "Sea Order System", then select "Supplier Order Search" in the submenu located on the left-hand side of your browser window. Click on the "Clear Form" icon to clear any information already populating the fields. Click on the "Order Status" drop-down box and select "Fulfilled". Click the "Submit Query" icon .

As a result of your query, all orders with an order status of "Fulfilled" will be displayed. Locate the order for which you have recently input fulfillment details from the list of search results, and click on the "Fulfill Order" icon next to the appropriate order.

Dispute details, as input by the customer, will be displayed at the top of the "Fuel Products" sub-canvas. Make any appropriate changes and click on the "Submit Update" icon .

5. Troubleshooting

5.1. When Problems Occur

Follow these steps to locate an answer concerning SCOMS:

1. Locate the appropriate section pertaining to the transaction, operation or function you are attempting to perform in the Table of Contents. Read through the given instructions to ensure you are providing SCOMS with all required and correct information.

2. Attempt the transaction, operation or function you were trying to perform a second time, following the instructions in the manual carefully. If you are still unsuccessful, contact the SEACARD Support Team by phone at **1-866-308-5475** or by email at **merchant-support@seacardsys.com**. Please be prepared to provide your SEACARD Merchant Number and the details of your problem to the SEACARD Support Team Member.

6. Appendix

6.1. Product Codes List

CATEGORY	PRODUCT CODE	DESCRIPTION	FUEL/ANCILLARY
Uncategorized	MGO	Commercial Marine Gas Oil (MGO)	Fuel
	DF2	Diesel Fuel Grade 2 (DF2)	Fuel
	MDO	Marine Diesel Grade	Fuel
	F76	Navy Distillate Fuel (F76/Domestic/Overseas)	Fuel
	IF180	Intermediate Fuel Oil 180 (IFO180)/RME25	Fuel
	IF380	Intermediate Fuel Oil 380 (IFO380)/RMG35	Fuel
	FS4	Burner Fuel Oil #4 (FS4) – US Only	Fuel
	FO6	Fuel Oil #6 (FO6)	Fuel
	JP5	Turbine Fuel Aviation (JP5)	Fuel
	DMA	ISO8217:1996 Marine Distillate	Fuel
	B76	FUEL OIL, MARINE, Distillate	Fuel
	FN	Naval Fuel Distillate Middle	Fuel
IF Fuel Oils	IF80	Intermediate Fuel Oil (IF80)	Fuel
	IF500	Intermediate Fuel Oil 500 (IF500)	Fuel
	IF700	Intermediate Fuel Oil 700 (IF700)	Fuel
ISO8217: Marine Residual	RMA10	ISO8217: 1996 Specification Marine Residual Fuel	Fuel
	RMB10	ISO8217: 1996 Specification Marine Residual Fuel	Fuel
	RMC10	ISO8217: 1996 Specification Marine Residual Fuel	Fuel
	RMD15	ISO8217: 1996 Specification Marine Residual Fuel	Fuel
	RME25	ISO8217: 1996 Specification Marine Residual Fuel	Fuel
	RMF25	ISO8217: 1996 Specification Marine Residual Fuel	Fuel
	RMG35	ISO8217: 1996 Specification Marine Residual Fuel	Fuel
	RMH35	ISO8217: 1996 Specification Marine Residual Fuel	Fuel
	RMK35	ISO8217: 1996 Specification Marine Residual Fuel	Fuel
	RMH45	ISO8217: 1996 Specification Marine Residual Fuel	Fuel
	RMK45	ISO8217: 1996 Specification Marine Residual Fuel	Fuel
	RML45	ISO8217: 1996 Specification Marine Residual Fuel	Fuel
	RMH55	ISO8217: 1996 Specification Marine Residual Fuel	Fuel
	RMK55	ISO8217: 1996 Specification Marine Residual Fuel	Fuel
	RML55	ISO8217: 1996 Specification Marine Residual Fuel	Fuel
ISO8217: Marine Distillate	DMX	ISO8217: 1996 Marine Distillate	Fuel
	DMB	ISO8217: 1996 Marine Distillate	Fuel
	DMC	ISO8217: 1996 Marine Distillate	Fuel
Ancillary	Demurrage	Demurrage	Ancillary
	Boom Fee	Boom Fee	Ancillary
	Laytime	Laytime	Ancillary
	Overtime	Overtime	Ancillary
	Pump Back charge	Pump Back	Ancillary
	Fuel Surcharge	Fuel Surcharge	Ancillary
	Wharfage	Wharfage	Ancillary
	13, 14, 15, 16	Federal, State, Local and Value added taxes	Ancillary